<Date>

Dear <Name>,

You are receiving this letter because you contacted a Medicare customer service representative on <Date> to reset your MyMedicare.gov password. If you didn't make this request or believe that you got this letter in error, contact Medicare at 1-800-633-4227 immediately.

For security reasons, you'll enter a one-time password the next time you sign in to MyMedicare.gov. Please follow the instructions below to create your temporary one-time password.

To sign in to MyMedicare.gov:
1. Go to MyMedicare.gov.
2. In the **Username** field, enter your Medicare number without dashes.
3. In the **Password** field, create your temporary password using the following one-time password pattern:
   - The first letter of your first name
   - The last 4 digits of your Social Security number
   - The first letter of your last name
   - The 2 characters of your password suffix, which appears below

**Sample One-Time Password:**

Sample first name: **J**ohn
Sample Social Security number: 000-00-**0000**
Sample last name: **P**ublic
Sample suffix: **<Password Suffix>**
Sample password: **J0000P<Password Suffix>**

After you sign in, you'll be asked to change your temporary password to a new password of your choice. Use your username and newly created password each time you sign in to your MyMedicare.gov account. If you forget your username or password, click the **Trouble Signing In?** link on the MyMedicare.gov welcome page. You'll be guided through the process to recover your username and/or reset your password.

If you have any Medicare questions, visit Medicare.gov or MyMedicare.gov, or you can call us at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can also contact a Medicare customer service representative using the live chat feature on the MyMedicare.gov welcome page.

Sincerely,

Centers for Medicare & Medicaid Services (CMS)